

Quincy Community Action Programs, Inc. Customer Service Policy Statement

At Quincy Community Action Programs, Inc. (QCAP), through partnerships, community engagement, and advocacy, we provide pathways to assist families and individuals in their efforts to realize economic opportunity and create meaningful connections to improve the quality of their lives.

Our clients will experience QCAP as a welcoming place where their strengths are valued, they are treated with respect, and they are central to the process of achieving their goals. We strive to provide quality and timely services to address the multiple and changing needs of our clients. To this end, QCAP welcomes client satisfaction feedback via surveys located in QCAP reception areas and on our website, which are collected and regularly reviewed. Should clients have questions or concerns regarding their services, QCAP encourages clients to contact program staff for additional information.

If a client has an impairment, disability, language barrier, or otherwise requires an alternative means of completing any form or accessing information, clients should speak with their program staff representative about arranging alternative accommodations.

If a client has a complaint about a service he/she is seeking, or a service he/she has received, the client should contact the Program Director of the program involved. If the Program Director cannot resolve the issue with the client, the client should contact QCAP's Chief Executive Officer, whose contact information is below.

QCAP is dedicated to maintaining the highest standard of conduct and ethics. All staff adhere to strict confidentiality policies to protect your personal information in accordance with Massachusetts privacy laws. Programs and services are available to the public regardless of race, color, age, sex, national origin, religion, creed, ancestry, disability, military status, marital status, familial status or children, gender identity or expression, genetic information, sexual orientation, receipt of public assistance or housing subsidies, political opinions or affiliations, or any other basis prohibited by law. If you feel that you have been discriminated against because of race, color, sex, national origin, religion, creed, ancestry, disability, military status, marital status, familial status or children, gender identity or expression, genetic information, sexual orientation, receipt of public assistance or housing subsidies, political opinions or affiliations, or any other basis prohibited by law contact:

Ms. Beth Ann Strollo, Chief Executive Officer
Quincy Community Action Programs, Inc.
1509 Hancock Street, Quincy, MA 02169
bastrollo@qcap.org

No organization or other person may intimidate, threaten, coerce, or discriminate against any individual who has filed a complaint, testified or assisted in an investigation, proceeding, or hearing. QCAP aims to resolve complaints in a positive and expedient manner. However, where issues are complex, additional time may be required to allow QCAP personnel to conduct proper inquiries.

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